

## A standard operation procedure of transport service

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**Purpose** Shuttle bus service is one of the most basic services adult day care centers provide<sup>1</sup>. This study aims to standardize the process of shuttle services to enhance the quality across centers. **Method** Three adult day care centers' shuttle bus services were studied. Institutional interviews and participatory approaches were used to understand the way the current shuttle bus systems worked. A new standard operation procedure (SOP) of transportation service for adult day care centers was then established (Table 1). Satisfaction surveys were conducted before the SOP was implemented (July 2012) and three months after the SOP was implemented (July 2013). Participants included 22 elders and their family members. **Results & Discussion** After the SOP was implemented, the average satisfaction rating increased to 4.6 points (out of 5), improving 0.2-0.3 points in every The family members' average satisfaction rating improved from 3.9 to 4.3. The quality of adult day care transportation service can be greatly improved by standardizing the service process.

### Reference

1. Banister D, Bowling A. Trans-port policy 2004;11(2):105-115, doi.org/10.1016/S0967-070X(03)00052-0

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**Address:** Kaohsiung Medical University, Taiwan; E:hlliu@kmu.edu.tw

Table1. The list of standardized processes and content of transportation services

	Process	SOP	Basic forms/manuals
Preparation	Shift arrangement plan	1 Information: prepare basic information for the elderly 2 Explore: explore route and pick-up site 3 Arrange: according to the elderly's transport need, consider existing pick-up route and decide pick-up times and route 4 Confirm: confirm pick-up time and place with elderly and family 5 Prepare and update shift plan 6 Liaise: Liaising between service personnel	1 Pick-up procedure 2 Elderly pick-up information 3 Bus route distribution 4 Bus arrangement
	Service quality criteria for service personnel	1 Explain requirements for basic qualities of service personnel 2 Explain requirements for work capability and skills 3 Pick-up service process confirmation 4 Regulations for correspondence and communication attitudes with elderly and their family 5 Contingency handling principles for special conditions	1 Bus operating 2 Driver operating
Service process	Insuring safety	1. Walking assistance process and explanation 2. Getting on and off assistance and explanation 3. Handling and procedure of emergencies 4. Health condition observation and handling procedure during pick up 5. Bus maintenance regulations 6. Other handling procedure that may affect safety and emergency	1 Emergency handling process 2 Elderly condition 3 Bus maintenance & repair 4 Bus use
	Create comfortable milieu	1 Guide elderly to communicate/interact with each other 2 Explain how to create a comfortable milieu 3 Procedure for disputes between elderly on board 4 Regulations for bus cleaning and maintenance	1 Elderly conflict handling process form 2 Bus cleaning record
	Interact with family	1 Criteria for correspondence and contact with family 2 Attention points in communication/interaction with family	Family communication & interaction attention
Accompanying procedures	Meeting	1 Operating procedures for convening a meeting 2 Frequently seen questions and discuss solutions 3 How to write minutes	Meeting agenda & record
	Training	1 Training content plan 2 Training assessment	1 Training plan 2 Training assessment
	Supervise and assess	1 Service assessment measures 2 Execution and method of service satisfaction investigation 3 Supervision method	1 Driver assessment 2 Service satisfaction survey